



## **SOCIAL SERVICES ADMINISTRATOR**

### **Purpose:**

To actively support and uphold the City's stated mission and values. To plan, organize and manage, through subordinate supervisors, the operations of a major Community Services section or program within the Social Services division and to supervise the operation of related multi-generational facilities and staff.

### **Supervision Received and Exercised:**

Receives direction from the Deputy Community Services Manager – Social Services.

Exercises direct supervision over supervisory, professional, technical and clerical staff.

### **Examples of Duties:**

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Develop, implement, supervise, promote and evaluate multi-generational center activities and services; develop, recommend and implement program activities, including services for all generations from pre-school to older adult.
- Develop strategic plans to address growth and expansion of facilities and program needs.
- Develop, manage and oversee contracts and lease agreements with non-profit organizations providing services at community centers including Head Start, Tempe Community Action Agency, Boys & Girls Club, YMCA, Tempe Elementary School District, ASU School of Nursing and Chicanos por la Causa; oversee contract providers to ensure contractual compliance.
- Direct and monitor organization coordination with all service providers within the multi-generational centers; create and implement solutions to contract

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issues outlined in agreements between outside service providers and the City of Tempe.

- Oversee Community Center Intergovernmental Agreements between the City and local school districts; develop and implement monitoring system to oversee communications between City staff and school district employees on all intergovernmental agreements; coordinate with city attorneys on intergovernmental agreement issues.
- Prepare budget; assist in budget implementation; participate in forecasting funds; administer approved budget.
- Recommend capital improvement projects to expand and improve multi-generational center facilities including major and minor maintenance repairs.
- Plan, prioritize, assign, supervise and review the work of staff involved in providing multi-generational services and programs; work with program participants and staff to ensure program effectiveness.
- Conduct regularly scheduled staff and non-profit partner meetings.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing services, recommend and implement policies and procedures.
- Evaluate program operations and activities; recommend improvements and modifications; prepare reports as requested on relevant operations and activities.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to recognize exceptional job performance and correct deficiencies; implement disciplinary action as necessary.
- Coordinate program activities with non-profit agencies, other departments and City staff.
- Monitor and ensure program compliance with pertinent laws, rules and regulations; consult with city attorneys on facility and program issues within multi-generational facilities.
- Maintain awareness of new developments and legal requirements impacting services; incorporate into existing programs as needed.
- Consult with school officials, emergency service staff, police, public assistance staff and other public and private agency representatives to seek assistance and find solutions to participant problems; create and maintain

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emergency evacuation and crisis situational plans for multi-generational facility staff and service agencies.

- Purchase necessary equipment and supplies; initiate bids for equipment and/or service providers; prepare bid specifications as required.
- Answer questions and provide information to program participants, agencies, City employees and the public.
- Prepare and present information on multi-generational center services to community groups, service clubs and other organizations as needed.
- Perform related duties as assigned.

### **Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

#### **Experience:**

Four years of experience in the implementation and coordination of community center programs and activities, including two years of supervisory experience.

#### **Training:**

Equivalent to a Bachelor's degree from an accredited college or university with major work in recreation administration, education, recreation, social work, or a related field according to the requirements of assigned area.

#### **Licenses/Certifications:**

May require the possession of, or ability to obtain, an appropriate, valid Arizona driver's license.

**This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.**

**Job Code: 5305**

**FLSA: Non-Exempt**